

Article - Public Utilities

[\[Previous\]](#)[\[Next\]](#)

§8–404.

Unless the telephone company or reseller complies with authorization and confirmation procedures adopted by the Commission and by federal law and regulation, a telephone company or reseller may not, on behalf of a customer:

- (1) change, or direct another telephone company or reseller to change, the customer's telephone company or reseller;
- (2) select a telecommunications service option for which the telephone company or reseller imposes a charge; or
- (3) change the person who bills the customer or the customer's billing arrangement.

[\[Previous\]](#)[\[Next\]](#)